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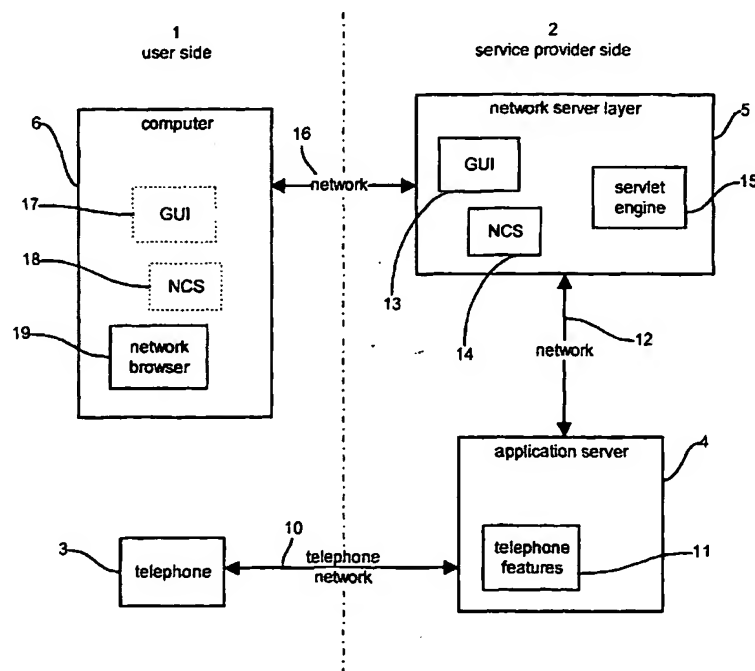
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(54) Title: CALL MANAGEMENT SYSTEM



(57) Abstract: A computer system provides via a network (12) at least one telephone feature (11) to a telephone (3) of a user (1). The computer system receives instructions regarding the telephone feature (11) via the network (12) from a graphical user interface operating on a computer (6) of the user.



For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 17/60

US CL : 705/1

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/1; 379/, 136, 142, 202, 219, 355

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

EAST: computer, telephone, network, interface, graphical user, instruction, telephone fetaure, user.

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5,455,854 A (DILTS et al.) 03 October 1995 (03.10.1995); see abstract; figures 7-15; column 2, lines 33-67; column 3, lines 1-13.	1-36
X	US 5,754,636 A (BAYLESS et al.) 19 May 1998 (19.05.1998); see abstract; figure 34; column 1, lines 11-14, 50-67; column 2, lines 1-37.	1-36
X	US 5,925,101 A (BAYLESS et al.) 20 July 1999 (20.07.1999); see abstract; column 1, lines 22-25, 61-67; column 2, lines 1-55.	1-36
X	US 5,991,382 A (BAYLESS et al.) 23 November 1999 (23.11.1999); see entire document.	1-36
X	US 6,026,158 A (BAYLESS et al.) 15 February 2000 (15.02.2000); see abstract; column 1, lines 22-25, 1-67; column 2, lines 1-64.	1-36
X	US 6,047,054 A (BAYLESS, et al.) 04 April 2000 (04.04.2000); see abstract; column 1, lines 13-16, 53-67; column 2, lines 1-39.	1-36
A,P	JP02000332911A (MIZUNO) 30 November 2000 (30.11.2000); see abstract.	1-36

☐ Further documents are listed in the continuation of Box C.

☐ See patent family annex.

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